

Strategic Support to the Transformation of SDE

GS-10F-0118S - VA118A-15-F-0279

Attachment #1

provides information technology (IT) services to offices for purchase, installation, maintenance of hardware, software and voice/data network solutions; provides administration and on-site support; performs local administration and operations functions as appropriate in accordance with standards, policies and procedures and acts as the primary point of communication between OI&T and VA business units; and

5. National Service Desk (NSD) - Triage, assignment, tracking of all IT service requests/trouble tickets, management of incidents, problems, VA notification process; responsible for managing all IT Tier One Service/Help Desk functions within VA OI&T, as well as incident management.

To support the MyVA initiative, SDE needs to undertake a detailed design of the organizational structure and customer engagement model (OS/CEM) within SDE to align with VA's five-region model, while minimizing mission disruption and ensuring continued service delivery during the transition period. SDE also needs to consider corresponding changes to budget structure and reporting, performance metrics tracking and reporting, and other associated changes to support the new model. Integrating these changes may impact other areas of SDE, such as ITSM.

The Contractor shall provide professional and technical services, subject matter expertise, and strategic advice to SDE in the development and implementation of the transformation of SDE to enable the MyVA Regional Model and to align with other intra-VA initiatives supporting MyVA. The Contractor shall perform strategic level program integration, program planning for SDE to achieve the following objectives and expected outcomes:

- SDE will have a clear set of outcomes for MyVA directly traceable to, and supportive of, the VA Strategic Plan, MyVA Task Force, and OI&T daily operations.
- Internal and external stakeholders will have a clear understanding of SDE's transformation supporting MyVA, its relationship to other VA initiatives and support required from their organizations to deliver MyVA objectives.
- SDE will track transformation initiatives and related MyVA activities with appropriate metrics and level of detail to assess progress, identify and mitigate risks, remediate issues, and enable successful delivery.
- SDE will develop a viable approach and program plan to "institutionalize" MyVA activities and initiatives in a sustainable manner.
- SDE will have validated approaches for working through complex options with the ability to tailor them to specific situations.

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B. Initial SDE Stakeholder Engagement Model

C. Final SDE Stakeholder Engagement Model

5.9 SDE TRANSFORMATION PLANNING (BASE AND OPTION PERIOD)

The Contractor shall develop an implementation plan, consisting of a transition plan from the current state to the end-state, a change management plan, and SDE capabilities deployment transition strategies. Specifically, the Contractor shall confirm adequacy of the transition plan and change management plan, by monitoring and measuring for success.

Deliverables:

- A. Initial IPR for the initial SDE Implementation Plan (base year)
- B. Updated IPR for the initial SDE Implementation Plan (base year)
- C. Initial SDE Implementation Plan (base year)
- D. Updated SDE Implementation Plan (base year)
- E. Initial IPR for the Updated Final SDE Implementation Plan (option year)
- F. Updated IPR for the Updated Final SDE Implementation Plan (option year)
- G. Updated final SDE Implementation Plan (option year)
- H. Final SDE Implementation Plan (option year)

5.10 SDE TRANSFORMATION INITIATIVES, GOVERNANCE, AND EXTENDED COMPLIANCE ASSESSMENT (BASE AND OPTION PERIOD)

The Contractor shall support planning, concept definition, resource estimation, environmental analysis, and other related activities for each transformation initiative as determined by SDE.

The Contractor shall support SDE in its efforts and activities to lead assigned enterprise transformation initiatives to include requirements generation, stakeholder engagement, initiative planning, resource estimation, concepts formulation, studies and analysis, and communications.

The Contractor shall further define an end-to-end governance model (e.g. governance team structures, decision-making responsibilities and supporting processes) for SDE to ensure effective decision-making and execution management across various SDE organizations.

The Contractor shall recommend and develop an appropriate MyVA program internal governance model that defines its roles and responsibilities, documents its decision authorities, and defines an operating model within the context of MyVA's relationship with both internal and external stakeholders.

Deliverables: